

## PRIVACY POLICY

### **Commitment:**

Ralph Thornton Community Centre (RTC) is committed to securing and protecting the privacy of the personal information of its employees, volunteers, program participants, partners, and donors. We value the trust of those with whom we interact and work, and of our community, and recognize that maintaining this trust requires that we be transparent and accountable in how we treat information shared with us. We will ensure that any personal information shared with is collected, used and disclosed in an appropriate manner which is consistent with the relevant municipal and provincial legislation and policies, and with relevant RTC policies.

As an agency of the City of Toronto, the Ralph Thornton Centre's privacy policy and procedures are based on the *Municipal Freedom of Information and Protection of Privacy Act, 1990* (MFIPPA), as amended, and any applicable by-laws and policies.

The RTC will also comply with all relevant laws and will report suspected child abuse or neglect, and provide all related information required by law to appropriate authorities.

If anything in this Policy conflicts with MFIPPA or City policies, MFIPPA or City policies will prevail.

### **Definitions**

**"Personal information"** means recorded information about an identifiable individual, including,

- a) Information relating to the race, national or ethnic origin, colour, religion, age, sex, sexual orientation, socio-economic, marital or family status of the individual;
- b) Information relating to the individual's education or health, medical, psychiatric, psychological, criminal or employment history or status or to financial transactions in which the individual has been involved;
- c) Address, telephone number, or e-mail address;
- d) Personal financial information, including account numbers related to personal bank accounts, or credit cards and other payment mechanism, collected for the purpose of purchasing goods and/or services from the RTC or employment purposes.
- e) Correspondence sent by the individual that is implicitly or explicitly of a private or confidential nature, and replies that would reveal the contents of the original correspondence;
- f) The views or opinions of another person about the individual;
- g) The individual's name if it appears with other personal information or where the disclosure of the name would reveal other personal information about the individual;
- h) Internet data, including identifiable data captured via RTC website "cookies".

**"Record"** means any record of information however recorded.

### **General:**

1. The RTC is responsible for securing, protecting and maintaining the privacy of any personal information under its control.
  - RTC personnel (staff, Board members, volunteers or consultants) will be authorized to access personal information based only on their need to deal with the information for the reason(s) for which it was obtained.
  - Appropriate physical and electronic measures shall be used to ensure personal information is secure, including:

- Controls on physical access to personal information;
  - Organizational measures (e.g., security clearance and limiting access on a need to know basis); and,
  - Computer security measures (e.g., the use of passwords and encryption, hardware and software firewalls, clearing temporary electronic files).
2. All data collected shall be owned by the Ralph Thornton Community Centre, excepting for that relating to programming or services delivered in partnership with other agencies. In such cases, the Centre shall establish a data collection agreement clarifying ownership, custody, protection, distribution and privacy of data.
  3. The RTC will make readily available specific information about its policies and procedures relating to the collection and management of personal information.

#### **Accountability**

4. All employees, board members, committee members, volunteers, students, trainees, partner organizations or consultants who collect, process, analyze, or use personal information on behalf of the RTC shall be accountable for the security and use of such information to the Centre via the Executive Director/Information Custodian.
5. The RTC Executive Director is deemed to be the Centre's Information Custodian on behalf of the Board of Management.

#### **Confidentiality:**

##### *Programme Participants:*

6. Personal information about program participants is deemed to be confidential within the Centre as a whole and will be shared only with relevant programme and administrative staff, on a need to know basis. Relevant staff includes RTC employees, volunteers, trainees, placement students, staff seconded from other agencies and the supervisors of trainees, placement students and seconded staff.
7. When RTC offers programming in partnership with another organization, RTC expects and requires the partner to share relevant personal information collected respecting programme participants, which will be subject to this Privacy Policy when received by RTC. Relevant information collected by the RTC will be shared with the partner organization in accordance with a mutually agreed data collection and privacy agreement.

##### *Employees, Volunteers, Etc.:*

8. Personal Information about RTC employees, volunteers, trainees, placement students, and staff seconded from other agencies is deemed to be confidential and will be shared only with relevant administrative staff or, in the case of the Executive Director, designated Board member(s) on a need to know basis for employment purposes.

#### **Collection and Use of Personal Information:**

9. Ralph Thornton Centre will collect personal information about staff, volunteers, trainees, program participants, members and Centre users for the following purposes:
  - To maintain complete and accurate records respecting participants in its programs and services;
  - To maintain complete and accurate records respecting Centre members for membership purposes;
  - To maintain complete and accurate personnel files for employment purposes;
  - To maintain complete and accurate files on all donors, sponsors and benefactors;
  - To plan effectively for programs and services and to measure the quality and efficacy of these;
  - To provide for the purchase of goods and services;
  - To solicit support from donors, sponsors, benefactors and volunteers, and to communicate effectively with such individuals,

- To communicate effectively with Centre members and users; to provide the best possible services to the participants in our programs, and to communicate and work with third parties providing goods and services to members, participants and programs; and,
  - To comply with lawful requests from governmental agencies, such as Canada Customs and Revenue Agency and the Ontario Human Rights Commission.
10. The collection of personal information by the RTC will be accompanied by a statement which outlines:
- The legal authority for the collection;
  - The principal purpose or purposes for which the personal information is intended to be used; and
  - The title, business address and business telephone number of an officer or employee of the Centre who can answer the individual's questions about the collection.
11. Personal information will not be used or disclosed for purposes other than those for which it was collected, except with the consent of the individual or as required by law.

**Consent:**

12. Any person collecting personal information on behalf of the RTC must obtain consent from the individual from whom the personal information is being collected. If the individual is unable to provide consent (e.g., is a child) consent must be obtained from their legal representative (e.g., parent, guardian, etc.).
13. Any person collecting personal information on behalf of the Ralph Thornton Centre must inform the individual that they may withdraw consent at any time, and inform them of the implications (if any) of withdrawing consent.

**Accuracy and Correction:**

14. RTC will make every reasonable effort to ensure that personal information collected will be as accurate, complete and up-to-date as possible for the purposes for which the information is to be used.
15. At least once annually, RTC will offer members the opportunity to correct their personal information.
16. Upon request, members and programme participants can correct their personal information at other times.
17. An individual who provides personal information to the RTC has the right to review the information and to ensure its accuracy and completeness.
- Access will be provided with advance notice during normal business hours by appointment.
  - The individual may correct errors or omissions and, if the information was shared with a third party within the prior 12 months, request that the third party be notified of the correction.
  - The RTC will not charge a fee for the correction or updating of personal information.
18. The RTC will respond promptly to individuals' requests made by e-mail, mail or in-person for access to their personal information.

**Disclosure and Disposal of PI**

19. Among other exemptions, MFIPPA allows disclosure of personal information:
- If the individual agrees,
  - In compelling circumstances affecting an individual's health and safety (if the individual is then notified by mail of the disclosure),
  - Under an Act of Ontario or Canada that authorizes the disclosure,
  - To a law enforcement agency to aid a law enforcement proceeding or from which a law enforcement proceeding is likely to result,
  - In compassionate circumstances, to facilitate contact with the next of kin or a friend of an individual who is injured, ill or deceased; or
  - To the Chair of the Management Board of the provincial cabinet or the provincial or municipal Information and Privacy Commissioner.
20. Prior to disclosure of personal information, the Information Custodian shall verify the requestor's identity and authority to request and receive the information.
21. Requests for disclosure by police, the courts or other mandated bodies will be referred to the Executive Director or designate, and require his/her express permission before their release unless

the request is received in the form of a subpoena. In the event that the Executive Director approves the request only the specific information requested will be released.

22. RTC will maintain a complete record of third parties to whom personal information has been disclosed, and will make that record available to individuals whose personal information has been disclosed.
23. Personal information will be made anonymous, or securely destroyed or erased in accordance with RTC's records management policies, when the information is no longer relevant or as permitted by law. All personal information will be made anonymous, deleted or erased no later than seven years after the purpose for which it was collected has been completed.

#### **Notification of Breach of Compliance:**

24. The information Custodian shall ensure that suspected breaches of privacy will be immediately communicated to any individual(s) affected, and promptly investigated in order to mitigate, as much as possible, any negative consequences that may arise for the individual(s) affected, and to minimize the potential for any similar breach in the future.
25. The Information Custodian will inform the Board of Management respecting incidents of non-compliance or breaches of privacy, including any investigation by the Information and Privacy Commissioner.

#### **Monitoring Compliance:**

26. Ralph Thornton Centre shall receive and respond promptly to complaints about its policies and practices respecting the handling of personal information, including any suspected privacy breach.
27. The Information Custodian is responsible for compliance with this policy through regular audits and checks.

#### **Related Policies:**

- Data Collection and Evaluation Policy and Strategy (2015).

### **Summary of Privacy Policy**

Ralph Thornton Centre (RTC) is committed to protecting the privacy of the personal information of its employees, volunteers, program participants, partners, and donors.

RTC is a City of Toronto agency and complies with the Municipal Freedom of Information and Protection of Privacy Act and other relevant laws.

RTC will ensure that all personal information is properly collected, stored, used, disclosed if needed, and destroyed as appropriate.

Personal information is collected only to assist RTC to plan and deliver the best possible programs and services, to meet its obligations as an employer, to communicate with members, participants, partners or donors, and to comply with lawful requests.

Personal information is always considered confidential and will only be shared with relevant staff members, other than where required by law (for example, in a case of suspected child abuse) or in circumstances related to an individual's health or safety.

Personal information will be stored securely and destroyed at minimum seven years after it is no longer needed.

People are entitled to see any personal information collected about them, and may do so by making an appointment with RTC. All complaints about the unauthorized collection or release of personal information will be investigated and resolved.

Any questions about personal information collected by RTC may be directed to RTC's Executive Director.